**Expert Position Opportunity**

**1. Position:**

Organisational and Business Strategy Expert (Senior Non-Key Expert)

**2. Project title:**

Technical Assistance for the contract “Implementation of Automated Import System (AIS), Automated Export System (AES) and Customs Decision System (CDS)”  
  
**3. Project number:**

NEAR/BEG/2022/EA-RP/0110

**4.** **Reference documents:**

* Terms of Reference of the projects Technical Assistance for the contract “Implementation of Automated Import System (AIS), Automated Export System (AES) and Customs Decision System (CDS)” and project “Implementation of Automated Import System (AIS), Automated Export System (AES) and Customs Decision System (CDS)”;
* Methodology of the Technical Assistance Contractor selected to implement the project: Technical Assistance for the contract “Implementation of Automated Import System (AIS), Automated Export System (AES) and Customs Decision System (CDS)”;
* *Business Plan for Improving the Organization and Operation of the Customs Service of the Ministry of Finance for the Period 2020-2024;*
* MASP (Master Annual Strategic Plan);
* Law on the planning system;
* Current organizational structure of CAS;
* Current IT Strategy.

**5. Starting date of the assignment:**

April 22, 2024.  
  
**6. Duration of the assignment:**

April 2024 - May 2026.   
  
**7. Project Objectives:**

The overall objective of the project is to continue the process of modernisation of the Customs administration, which will provide access to the common computerised customs systems, as well high-quality services to citizens and business entities following the EU accession process of the Republic of Serbia towards joining the EU.

The expected outputs of this contract are as follows:

Result 2 - Drafted proposals for legislation changes, instructions, guidelines, rulebooks related to the implementation of AIS, AES and CDS, drafted CAS new organisation structure ready for acceptance, update of the Business strategy and intensified cooperation with the economic operators to support the implementation of AIS, AES and CDS.

**8. Requirements:**

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| Qualification & Skills | * A level of education which corresponds to completed university studies of at least 3 years in Law, Economics or equivalent; * In the absence of formal education, 12 years of professional experience in the field for which the expert is mobilised; * Fluent in English, both written and spoken; * Strong collaboration within a team; * Knowledge of Serbian language is an asset. |
| General professional experience | Minimum 7 years of experience in preparation of strategic documents in the field of business and organizational structure. |
| Specific professional experience | * General knowledge of the customs administration and its organizational structure; * Experience in drafting analyses of organizational structure and recommendation for changes based on the implementation of IT Systems, including experience in public/state institutions; * Experience in defining business strategies, including experience in public/state institutions; * Experience in drafting KPIs for implementation of business strategies. |

**9. Area of expertise:**

Perform needs analysis of the current CAS organization / Prepare the needs analysis and best practice paper related to preparation for changes in the CAS organizational structure based on the implementation of the AIS, AES, CDS and subsystems / Prepare Recommendation of the changes in CAS organization to facilitate the implementation of AIS, AES and CDS / Prepare the update of the existing Business Strategy / Perform analysis of the existing business objectives of the CAS, goals and anticipated results / Hold interviews with the CAS representatives / Collect their responses with regards to the applicable legislation, customs ethics, internal audit, border and inland control, trade facilitation and relationship to business, etc. / Review the *Business Plan for Improving the Organization and Operation of the Customs Service of the Ministry of Finance for the Period 2020-2024* / Provide advice on the setup of governance processes; prepare a draft governance manual related to the collaboration with EO.

**10. Areas of responsibility:**

The expert will work closely with the Project Team and other Project Team Experts, beneficiaries, End Recipient, and stakeholders to ensure the implementation of the activities of the following Project components, on his/her area of expertise:

* Conduct analysis of the current organizational structure of CAS;
* Prepare of needs analysis and best practice paper;
* Prepare recommendation for structure of the CAS organization changes based on the implementation of the AIS, AES, CDS and subsystems;
* Review current situation of CAS and its Business strategy (*Business Plan for Improving the Organization and Operation of the Customs Service of the Ministry of Finance for the Period 2020-2024*);
* Perform analysis of the existing KPIs and strategy’s progress in relation to CAS vision and mission;
* Organise and hold workshops related to the specific areas of the Business Strategy according to ToR;
* Prepare updated KPIs;
* Prepare the updated Business Strategy;
* Analyse and assess the existing communication channels between CAS and the target audience;
* Provide advice on the setup of governance processes - definition of the role and responsibilities, setup of join working groups, setup of advisory board or another monitoring body with advisory power;
* Participate in updating the strategy for the collaboration with the Trader Groups, including draft Administrative Rules of cooperation between CAS and Traders Groups to support the improvement of the capacity of the Traders Contract Group;
* Cooperation with the Project Team, CAS representatives and external contractors during the implementation of their tasks.

**11. Related outputs:**

* Analyses of the current organization structure of CAS;
* Needs analysis and best practices paper;
* Recommendations for changes in the CAS organizational structure based on the implementation of the AIS, AES, CDS and subsystems;
* Draft of the Business Strategy;
* Draft governance manual related to the collaboration with EO;
* Mission/Workshops Reports.

**12. Evaluation of work:**

The expert’s performance will be assessed by the project TL, KE 2, and the Beneficiary’s representative.

**13. General information**

The interested candidates are invited to submit a detailed curriculum vitae by March 22, 2024, via email to the following address [Nadja.Petrovic@rs.ey.com](mailto:Nadja.Petrovic@rs.ey.com). Only shortlisted candidates will be contacted.

**Note that civil servants and other staff of the public administration, of the partner country or of international/regional organisations based in the country, shall only be approved to work as experts if well justified. Experts must be independent and free from conflicts of interest regarding the responsibilities defined in this document.**